

**JOB DESCRIPTION
PUBLIC TRANSPORTATION DEPARTMENT
SECRETARY/RECEPTIONIST**

1. JOB TITLE: SECRETARY/RECEPTIONIST

- 2. DEFINITION:** The employee is responsible for answering a multi-line telephone system, typing and clerical duties performed in the Public Transportation Department. This position requires an individual who exercises good judgment, possesses secretarial and clerical skills and the personal disposition generally required of people who work well with the public and other employees. This is an entry-level position. The employee is under the direction of the Director of Public Transportation. All employees are responsible to the City Manager. This position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Non-Safety Sensitive; the employee is subject to reasonable suspicion, post-accident (incident), return to duty and follow-up drug and alcohol testing.

3. EQUIPMENT/JOB LOCATION:

- a. The employee operates a typewriter, computer, calculator, copier, fax machine, postage machine, multi-line telephone system, radio and cellular communication equipment and other modern office equipment.
- b. The job location is in the City of Murfreesboro Public Transportation Department. The employee will generally work indoors. All City buildings and vehicles are smoke-free.

4. ESSENTIAL FUNCTIONS OF THE JOB:

- a. Answers telephone inquiries from the public and gives callers appropriate information or directs call to the appropriate person or department that would have relevant information.
- b. Receives and communicates messages, oral and written, to and from members of the public and employees.
- c. Greets visitors, ascertains their needs and assists them with their problems or refers them to appropriate persons.
- d. Types, files and proofreads documents according to department needs.
- e. Maintains departmental and employee files and records, including timesheets and sick and vacation accrual and disbursement.
- f. Provides personnel support to the Director.
- g. Coordinates third party delivery services for package/letter pick-up or delivery.
- h. Collects monies and issues receipts.
- i. Orders office supplies.
- j. Effectively and courteously communicates with the public and officials and employees of the City, some of who may be irate or unreasonable, orally and in writing.
- k. Communicates daily with Department employees on two-way radio system.
- l. Sits, stands, stoops and walks intermittently.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Performs the tasks of a Dispatcher as needed.
- b. Assists other office staff as needed.
- c. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- a. Must be at least twenty-one years of age.
- b. Must have legal authorization to work in the United States.
- c. Must not have been convicted of or pled guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or of city ordinances relating to force, violence, theft, dishonesty, gambling or controlled substances.
- d. Graduation from an accredited high school including or supplemented by courses in general office practices, typing and computers or equivalent.
- e. Two (2) years or more prior secretarial/receptionist experience preferred.
- f. Good working knowledge of English and arithmetic.
- g. Ability to learn organizational rules, regulations, procedures and functions.
- h. Ability to greet and deal with the public in a pleasing and professional manner.
- i. Ability to establish and maintain an effective working relationship with supervisors, other employees and the public.
- j. Ability to follow oral and written instructions.
- k. Ability to type 45 WPM preferred.
- l. Ability to operate modern office equipment efficiently and effectively such as typewriters, computers, copiers, and calculators, with a good working knowledge of personal computers, word processing and the software program Microsoft Word.
- m. Ability to make arithmetic calculations rapidly and accurately on 10-key/full business calculator.
- n. Knowledge of modern office practices, procedures and equipment.
- o. Ability to report to work on time and notify the appropriate individual in advance if unable to work.
- p. Ability to perform the duties of the position for an entire workday.
- q. Ability to perform occasional overtime.
- r. Must have a good reputation for and ability to maintain confidentiality.
- s. Ability to concentrate and accomplish tasks despite interruptions.
- t. Ability to perform a variety of tasks simultaneously or in rapid succession.
- u. Temperament and good judgment to effectively deal with the public and/or City employees, some of whom may be irate or unreasonable.

Non-Exempt
Non-Safety Sensitive
May 3, 2006